GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:301
ANSWERED ON:20.10.2008
QUALITY OF INTERNET SERVICES BY BSNL
Acharia Shri Basudeb

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the quality of Internet services being provided by Bharat Sanchar Nigam Limited (BSNL) in various parts of the country is unsatisfactory;

(b) if so, the details thereof;

(c) whether there has been inordinate delay in giving Internet/Land line connections to applicants including in suburban and rural areas as well as lack of efficient customer satisfaction strategy of BSNL which is causing reduction in its market share especially in urban areas;

(d) if so, whether the Government has examined the matter in view of increasing future demands and growing competition in the country;

(e) if so, the details thereof; and

(f) the steps taken/being taken by the Government to ensure optimal and efficient utilization of its resources to provide quality internet service at affordable prices to the people?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) to (c) As per Quarterly Performance Indicator Report of Telecom Regulatory Authority of India (TRAI) dated 7th October 2008, the Internet and Broadband services of BSNL are meeting the quality service parameters prescribed by TRAI in most of the service areas. The Internet connections being provided by BSNL are within the stipulated time in most of the areas including sub-urban & rural areas.In case of land line connection provisioning,the performance of BSNL as per the aforesaid TRAI report is more than 95% in most of the service areas.

Efficient customer satisfaction strategy is being followed due to which BSNL is presently the leading service provider with a market share of about 54% in Broadband connections and 35% in Internet connections.

(d) to (f) To meet the future demand, BSNL has planned sufficient capacity for Internet and Broadband services for 2008-09.BSNL is making constant endeavor to ensure optimal and efficient utilization of its resources for providing quality Internet Services.To provide affordable Internet services, BSNL has introduced competitive tariff plans like Home Plan 125 and Startup plan 250.